

DHS Specialty Care NEWS

April 22nd, 2013

10,000 eConsults!

eConsult services growing quickly

More than 10,000 eConsults have been responded to in 9 specialties to date - **Urology is new** this month. This represents an exciting milestone in the effective delivery of specialty services to our patients. Our committed specialty reviewers have been responding to the initial request for assistance in an average time of **less than 2 days**.

Measuring Impact

The fact that in each of these 10,000 situations, a PCP and a specialist were able to rapidly discuss the clinical needs of the patient and determine the best next steps is the one of the primary outcomes we seek in evaluating the impact of eConsult.

We can also see the impact in the response from those using the system:

eConsult Quotes

DHS PCP –

“We are liking eConsult. I’ve done Dermatology, Cardiology and GI and am really getting the specialty input and appointments on my patients faster than before”

DHS Specialist Reviewer –

“It is a pleasure to do this work on eConsult. It is a lot faster than the paper format”

DHS PCP (to the specialist) –

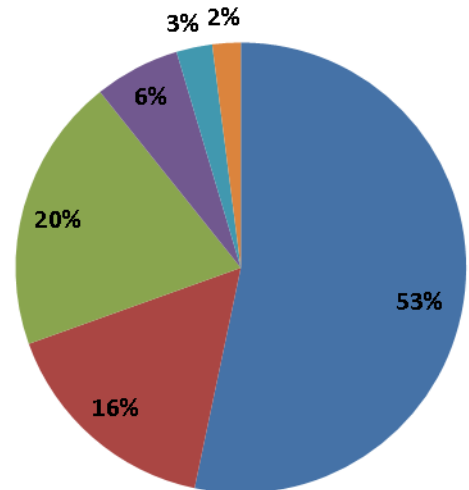
“Speaking solely on basis of my last several interactions with you on e-consults, I truly appreciate your prompt responses and carefully expediting appointments for patients whenever deemed necessary, for example:

I needed a Cardiology Clearance on a patient undergoing elective shoulder surgery who I believed was medically stable. In the past, it would have required a cardiology clinic appointment and most likely would have resulted in delay in getting the procedure done. It was impressive that within 24 hours I had the answer on e-consult, and patient will now be able to get procedure done as planned with zero delays!!”

Community Partner Medical Director –

“eConsult has been a blessing and the providers are thoroughly enjoying the opportunity to learn new patient management strategies from the specialty providers. The best part is our patients aren’t waiting over 6 months for consultations!”

Submitted eConsults (N=10,070)



- Face to Face
- Patient Needs Addressed
- eConsult in Dialogue
- Directly Scheduled Procedure
- Specialty Change
- Administrative close/cancelled

9 Specialties (Cardiology, Dermatology, Gastroenterology, Gynecology, Neurology, Obstetrics, Ophthalmology, Podiatry, Urology)

64 DHS Specialty Reviewers

95 sites (38 DHS and 57 Community Partner)

900+ Primary Care Providers using eConsult System

Central Referral Unit (CRU)

4,157 patients scheduled via Patient Centered Specialty Scheduling

86% of all patients needing care have been personally reached and scheduled. Those who could not be reached have been sent a notice to call the CRU and a notice has been sent to the PCP via eConsult.

Calling all Primary Care Providers!

Our Specialty Primary Care (SPC) Workgroups are an important part of DHS’ efforts to improve specialty care delivery. We have 14 SPC Workgroups meeting and several need more representation and input from Primary Care Providers. Contact Gary Garcia garygarcia@dhs.lacounty.gov if you are a PCP interested in being part of a workgroup.

For questions about eConsult use and functionality call the **LA Care eConsult Help Line at 855-532-6652**
For Questions or suggestions about the Central Referral Unit please contact Dawn Flores – dflores@dhs.lacounty.gov
For Information about the SPC Workgroups, please contact Gary Garcia – garygarcia@dhs.lacounty.gov.
Dr. Paul Giboney is available for any eConsult or CRU related questions, ideas or concerns – pgiboney@dhs.lacounty.gov